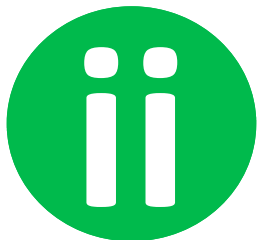


P.A.U.S.E.



for PREVENTION

Doc-in-a-Box™

Training Implementation Guide



P.A.U.S.E. for PREVENTION

Prepare - Adjust - Utilize - Situate - Engage



Doc-in-a-Box™ includes every element necessary to deliver a highly-effective training experience to your at-desk workforce.



Thank You For Purchasing Doc-in-a-Box™

Internal Program Managers (IPM), Trainers and Group Leaders will need these instructions and Access Information you have or will receive via Email, in order to access and deliver training courses. Training courses are located in the Accurate Ergonomics Online Learning Management System (LMS) "Ergonomics, Health & Safety Academy," at aeonlinelearningacademy.com. Your License Number may be required in order to purchase additional materials and receive a Licensed User discount.

If you have not received, or have lost your License Number or Access Information call 1.866.950.3746 or email info@AccurateErgonomics.com

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See Your License Agreement for Further Details

Follow Your Company's Best Practices with Regard to Employee Health and Safety

Disclaimer: Accurate Ergonomics, its consultants, affiliates and trainers are not responsible for any injury or illness which may arise or occur due to the use or misuse of any P.A.U.S.E. for Prevention training lesson, skill, technique, recommendation or suggestion. All Doc-in-a-Box, P.A.U.S.E. for Prevention and P.O.W.E.R. Program Licensees and training participants shall defend, indemnify and hold harmless Accurate Ergonomics, its consultants, trainers, coaches, designers, affiliates and any other personnel, from and against any and all claims, costs, losses and damages during and after the completion of training.

Doc-in-a-Box™

PAUSE For Prevention Training

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Doc-in-a-Box™ - P.A.U.S.E.™ for Prevention

Training Implementation Instructions & Training Guide

Accurate Ergonomics (AE) is confident that you and your employees will enjoy and benefit greatly from this unique and highly-effective education and training experience. Doc-in-a-Box™ features The P.A.U.S.E. for Prevention Training Program (P.A.U.S.E. and/or PAUSE). PAUSE is designed for all desk related seated and standing job descriptions. There are several options as to how PAUSE training can be delivered to your personnel and a number of training material options. Read this entire document and review the materials included in your purchase. Allow adequate time to plan and prepare for training before you schedule a training class or enroll employees in an Accurate Ergonomics Health and Safety Academy course.

PAUSE is an education and skills training program designed to: 1) Improve employee health and fitness. 2) Develop prevention-based skills and behaviors. 3) Prevent Musculoskeletal Disorders and reduce costly soft-tissue injuries. 4) Improve workstation comfort, increase human and postural efficiency. 5). Improve productivity. 6) Cultivate a Culture of Health & Prevention. There are numerous elements included in PAUSE and each one serves a specific purpose. Since every workforce is unique, PAUSE allows some flexibility in the way training is delivered.

The PAUSE training process includes several phases. Some are mandatory and others can be optional or have different delivery options. Phase One is employee training and includes: Pre-Training options, an Introduction Session, P.A.U.S.E. Training Modules One through Six (Seven in some courses), and Post-Training Options. Doc-in-a-Box™ includes the required deliverables to train your at-desk employees. Your order may include deliverables that learners can print from their course curriculum, deliverables that a leader may print to deliver classroom style training, additional materials and bonus training modules. The following pages contain a list of materials included in a standard purchase (online courses and/or classroom), plus optional deliverables and program implementation and management instructions. Review all of the options available and determine which materials best suit each workgroup. See the list on pages 11-12.

Education and training are the most valuable tools available to assist employees in improving comfort, increasing productivity and preventing Musculoskeletal Injuries and Illnesses. PAUSE is a “Prescription for Sustainable Success™” for every person who owns and operates a spine. If you desire to make a positive and lasting change in workforce behaviors and culture, follow the process in this guide as you would a prescription from a Doctor. An investment of time in planning, combined with a commitment to deliver a quality training experience for your employees, will add tremendous value and increase the return on your investment. For every shortcut one might consider taking, there is a potential that the positive and measurable outcomes, which are entirely possible to achieve through this training, may not fully materialize. AE recommends that you Plan, Prepare and Execute in order to maximize positive outcomes.

Delivery Options: Option one (preferred) is to deliver training to each at-desk employee via the Accurate Ergonomics online, “Ergonomics, Health & Safety Academy” (LMS). Option two is to deliver all modules in one or more sessions, classroom style. If your preference is not to use Quizzes, Surveys, Tests, etc. during classroom training, training will take approximately 3 to 4 hours. When the full compliment of materials are utilized (Recommended), training will take approximately 4 to 5 hours. Training may be delivered one module at a time, or divided into two or three training sessions: Introduction Session, Modules 1 and 2 on one day (+/- 2 hrs.), followed by Modules 3, 4 & 5 on day 2 (1 hr.), and 6 or 7 on a separate day (+/- 2 hrs.).

If you would like to train employees in your workforce with active job descriptions, Accurate Ergonomics offers a program titled “The P.O.W.E.R. Program,” specifically designed for active jobs (Manual Material Handling, Manufacturing, Production, Patient Handling, Hospitality, and more). Contact Accurate Ergonomics for more information at 1.866.950.ERGO (3746), or visit AccurateErgonomics.com.

STEP 1 - Create an Announcement for P.A.U.S.E.™ for Prevention Training

This announcement may include any details you deem necessary, or you may use only the required wording to announce training. You know your workforce, so put some thought into this important step. This should be a care based message from a high level Manager or Stakeholder. The goal is to make the best first impression possible to gain employee buy-in.

P.A.U.S.E. training is for the newest hire, the most seasoned employee and everyone in between. Accurate Ergonomics recommends that training be mandatory for employees or workgroups who have been, or will be selected to receive training, not optional. Every person who sits, stands and performs tasks at a desk, at work and at home, will benefit from this training no matter what their current perceptions or beliefs may be. This includes how long an individual has been on the job or working at a desk.

STEP 2 - Review All Materials

Pre and Post Training Memory-Maker Quizzes, Test Your Knowledge and Answer Keys

If one of your goals is to measure the current knowledge of employees on this subject matter and/or the retention of information as a result of training, you may choose to have each participant take a Pre-Training Memory-Maker Quiz, a Post-Training Quiz and/or a Final Test, titled “Test Your Knowledge.” Determine the use of quizzes and tests based on each workgroups needs and abilities. **Individual Learning:** Some online courses include quizzes and a final test. **Classroom Training:** Course Workbooks contain both quizzes and the test. Some individual documents are included in your purchase and others are available for purchase, if or when desired.

Online courses and classroom training presentations include instructions for taking quizzes and tests. In a classroom setting you may have each trainee take the quiz, located on page 5 of the workbook as they take their seat. The “Post-Training Memory-Maker Quiz” may be used to confirm that lessons were absorbed by participants. Post training you may have participants copy these pages and forward them to the Instructor or Internal Program Manager (IPM), then compare pre and post training responses. The final test, “Test Your Knowledge” may be used in addition to, or in place of the Post-Training Quiz.

Answer Keys and Grading Options: Online course quizzes and tests are automatically scored. In classroom training you may choose to: 1) Personally grade Post-Training Quizzes and/or Final Tests, post training. 2) Read the answers out loud and have participants self-grade their Post-Training Quiz and/or Final Test (requires additional classroom time). 3) Have participants check their “Final Test” answers using the Answer Key on page 32 of the Course Workbook. These materials are also available as stand alone documents.

Sign-In Sheet and Training Attendance Record

Online Training: Before and after training utilize the “Training Assignment and Attendance Record” form, if included with your purchase. This form lets you assign and track training completion and more.

Classroom Training: At the start of each training class, fill in the upper portion of an included “Sign-In Sheet” and pass the form around the room. Make sure every trainee signs in as this allows you to track participation. Sign-In Sheets also contain important disclaimers and are your permanent written record and proof of training attendance. ***Sign-In Sheets are Required Material for Classroom Training.***

Name Tent Cards - Optional (Requires Paper & Black Ink Markers)

If an Instructor is teaching a class to a group of employees and they are not completely familiar with each person’s name, the Instructor may have each participant write their name on a piece of blank paper. Have participants fold the paper in half (top to bottom) two times, then make a tent out of the folded paper.

Training Needs Assessment & Comfort Survey

Online Training: This survey is included in some online courses. Participants are asked to print and complete this one or three page form and return it to their IPM “unless instructed otherwise.” At a minimum, learners are advised to complete page 2 or the 1 page survey depending on the course, and to personally utilize this information during the Module Six workstation and postural self-assessment and improvement process.

Classroom Training: If your goal is to engage employees in a robust training experience, after the quiz instruct participants to complete pages 6 through 8 in the Course Workbook. You may also follow the instructions on taking the survey included in the training presentation. In either case, instruct participants to complete the survey in a timely manner. Additional Options: 1) The survey may be printed from classroom training courses that include printable deliverables (have a WD) in the course title), then distributed and analyzed days or weeks in advance of training to select participants and/or prioritize training delivery. 2) You may choose to use only page 2 if, or when you feel that pages 1 and/or 3 require too much information from employees. 3) You may choose to exclude the survey. If you are using individual forms, you may distribute the survey at the beginning of class, or follow the presentation instructions. Note: Discuss the use of the survey forms with your Human Resource Manager, prior to their use.

The Needs Assessment & Comfort Survey Accomplishes Several Goals

- Participants are able to identify and think about how and where they spend their time.
- Awareness is increased as each participant is able to pause for a moment, identify and rate their own personal physical experience.
- There is an opportunity for Leaders to gain insight into each participant’s history or current condition.
- Once training is completed, the information and metrics collected from the surveys may be used as tools to measure and advance additional prevention-based efforts (both individual and workforce).

Examples

- If more than one participant rates their right shoulder or low back an “8 or 9” and they sit in the same type of chair or perform similar tasks, perhaps there is some improvement, engineering or administrative control that should be considered. You could also form a committee to investigate and analyze potential causes and suggest solutions.
- If enough employees desire to lose weight you could create a process and/or contest.
- Where wrist pain or discomfort is present, you may consider looking at wrist/palm rests, types of pointing devices, keyboard trays, etc. In standing workstations, if back pain is an issue, investigate the types of shoes being worn and perhaps recommend comfortable shoes, insoles or consider adding anti-fatigue mats and a standing foot rest/step to these workstations.

If you choose to utilize these surveys in advance of training, upon collection it is up to you and your trusted staff to evaluate responses and make the best possible use of the information this process provides. The more you know, the more you and your staff will be able to assist employees over the next weeks, months and years. As with every form, encourage participants to complete their paperwork as expeditiously as possible. Note: Keep a steady pace through each step (quiz, survey) to maximize class training time.

Use of Survey Data

Some participants may hesitate to complete every part of the survey. This could be for a variety of reasons and is acceptable. It is better to have employees volunteer whatever information they choose at this time. Once training is complete and on a separate occasion, you may choose to personally inquire about an individual’s reason for leaving a section blank, then offer solutions where possible.

On the Comfort Level Scale on page two of the survey, the higher the numerical rating the more this individual may need to improve their personal ergonomics and body mechanics skills, as well as the way they perform tasks. Individuals with high discomfort ratings may also require additional attention, such as an ergonomics assessment, symptomatic intervention, additional training, coaching, etc. Every participant, especially those with high ratings, needs to be encouraged to follow the suggestions outlined in training and apply as many P.A.U.S.E. for Prevention lessons and techniques as possible.

If you are using the survey in advance of training to prioritize the order in which employees or workgroups receive training, after reviewing each survey place a checkmark in one of the boxes located on the lower right hand corner of page one, in the Training Needs Assessment box (TNA). There, you may assign a priority number from 1 to 5 (5 = Highest Priority). If the survey is used as part of training, on a separate occasion review each survey and use the TNA scale to prioritize which employee/s may need additional training, coaching or some other type of assistance or intervention.

When considering the use of surveys, know that they do provide valuable information. They also allow you to deliver a follow-up survey at a later date, such as 3, 6 or 12 months post training. This provides an opportunity to compare results and provide additional solutions, if or as necessary. The decision whether to utilize or exclude the survey may also depend upon the current culture of a particular workgroup, as well as your reporting policies. Survey Note: You may train employees without using the survey tool.

Course Workbooks (Optional)

Classroom Training:

1. Every person designated to deliver classroom or online training should familiarize themselves with the Course Workbook while they review or take their P.A.U.S.E. for Prevention course.
2. Distribute workbooks at the beginning of class, if utilized.
3. Instruct participants to either:
 - A. Open their workbooks at the beginning of class and take the Pre-Training Quiz and/or Comfort Survey, or
 - B. Wait until instructed by the presentation to complete these forms.

Notes: Instruct participants not to venture beyond page 8. People have a tendency to read ahead instead of paying attention to the presentation and lessons being discussed.

4. Participants will be instructed on how to complete the “Module One-Five Checklist,” located on page 10 during the course. For the same reason as the above note states, another option is to wait and have participants complete this checklist at the end of Module Five.

Note: Advanced viewing of the checklist may lead participants to form opinions about a topic, or perhaps tune out before they hear each full lesson and form a connection (connect-the-dots) between each Key P.A.U.S.E. for Prevention Goal.

Online Training: Online training courses include the Module One-Five Checklist.

5. Page 11 provides a space where participants may list their personal commitments, the steps need to achieve them and make note of any tip, topic or point of interest they may wish to research at a later date.

Course Workbooks (Continued)

6. Pages 12 and 13 contain the same “Warm-Up and SAFE Stretch and Flexibility Exercise” routine as Module Two of the training presentation.
7. Pages 15 through 18 are the checklists participants will use to perform a self-assessment when they return to their desks.
8. Page 20 is the Post-Training Quiz.
9. Pages 21 and 22 are the Final Test.
10. On page 23, participants may calculate their caloric intake requirements and Body Mass Index (BMI). The Instructor may ask participants to complete this page during class, or suggest that learners complete this on their own. This page is not included in online courses.
11. Pages 24 and 25 include a suggested “Grocery Shopping List,” a “Recommended Daily Allowance Chart (RDA)”, as well as “How to Read Nutrition Facts on Labels.”
12. Page 26 includes a suggested “Core Exercise Routine.” Participants may follow this routine when they are at home. Core conditioning is a Key Goal in the prevention of Musculoskeletal Injuries.
13. Page 27 is an “Equipment Wish List,” for participants to request workstation tools or equipment, as a result of their training and self-assessment. Note: This is called a “Wish List,” because training makes no guarantee that equipment will be purchased or supplied. Assessments and equipment ordering are discussed later in this guide, on page 27. Team Accurate can develop a customized list of equipment based upon what your company is able or willing to provide.
14. Page 28 includes a list of “Ergonomics Best Practices” each participant may use or post in their workstation as a daily reminder of proper ergonomics.
15. Page 29 is a list of observation points. This is a list of 10 Key Observation Points that are, or may be utilized during the observations and coaching phase (Optional/Recommended/Requires Purchase of Additional Materials/PAUSE For Prevention Support Package).
16. Page 32 includes the “Answer Key” to the Final Test.

Module One-Five Checklist

If you choose not to use workbooks, you may print or purchase and utilize this one page “Module One-Five” checklist in place of the workbook. As instructed during the training presentation, have participants complete their workbook or individual checklist during the training presentation, or at the end of Module Five. Instruct participants to refer to their checklist every day for as long as necessary, until they achieve all of their goals.

P.A.U.S.E. for Prevention is designed to promote positive behavioral change in multiple areas, both individual and workforce behaviors. The purpose of written materials is to increase engagement in Key P.A.U.S.E. for Prevention Goals, beyond the training experience. Checklists increase engagement, personal responsibility and motivate employees to make specific changes, as a result of the teachings in each module.

There are many suggestions contained in P.A.U.S.E. Checklists. Behavioral change takes time and checklists provide a simple but effective way for employees to make a personal commitment to change, a reminder of each participant’s Key Goals, and a method to self-track personal Goals and Successes.

The Module One-Five Checklist is Required Material and is Included in All Courses.

P.A.U.S.E. for Prevention Training Presentation

In real time, the Instructor is already delivering Module One of the presentation to a group of participants. Additional details about delivering the training presentation are located on pages 16-23. During the presentation, the following materials are included in the Course Workbook, or may be printed in WD courses and distributed to each classroom learner, or purchased and shipped to your facility.

Warm-Up & SAFE Stretch and Flexibility Exercise Routine

Module Two is focused on why and how to warm-up and stretch prior to beginning work or taking one's seat at their desk, as well as the importance of maintaining flexibility throughout an entire shift. Printable versions of the Warm-Up & SAFE Stretch Routine are the same as the routine shown in the training course.

Online Training: Online training courses include the this routine in a printable format.

Classroom Training: Course Workbooks include this routine. At the beginning or end of Module Two, or when the Instructor reaches the words "SAFE Stretch and Flexibility Exercises," instruct or allow participants to turn to pages 12 and 13 as the Instructor leads the stretch. Instructor Note: Practice the Stretch Routine and rehearse leading a group stretch a few times prior to training.

You may purchase and distribute a quality version of this handout as a separate document. Participants should post this routine in their workstation as a reminder to stretch, until stretching becomes a normal part of their day. **Required Material. Every Participant Should Receive this Deliverable.**

At the end of Module Two, or the conclusion of training, the Instructor should seek a volunteer to lead each workgroup's pre-work stretch, unless your Company has a functional warm-up and stretch program in place.

A Stretch Initiation Data Sheet, Stretch Leaders Guide and SAFE Stretch Audit Form are included.

Notes:

- Begin a pre-work, warm-up and stretch program as soon as possible, once training is complete.
- This routine does not require participants to use the floor to stretch.
- Every flexibility exercise can safely be performed in a seated and/or standing position.
- Several stretches may and should be performed throughout the day while seated.

Core Exercise Routine

Module One discusses the importance of core strength. Online courses include a core exercise routine, as do Course Workbooks, on page 26. This document is also available to print (WD) or may be purchased as a standalone document.

At-Desk Ergo Pocket Cards (Optional - See Additional Deliverables on Page 11)

Modules Four and Five focus on efficient postures and why and how to "Execute" an efficient posture. At the end of Module Six, the training presentation will show a list of 10 key steps to increase comfort and prevent injury. If your purchase included these cards, pass them out at that time and explain their use:

- Every person should memorize these 10 POWERFUL Ergo Steps.
- Participants should place this card on their desk and refer to it often, until at a minimum these 10 steps represent the new normal at each participant's desk or workstation.

Module Six Workstation and Postural Improvement Checklist

Online Training: This checklist is included in all online courses and is utilized as a tool for employees to perform a workstation and postural self-assessment, as well as track individual/personal success.

Classroom Training: Post Module Six, participants will take their workbooks and/or this separate checklist back to their workstations and perform self-assessments. This list includes numerous options, including sit-stand considerations. Accurate is available to customize this list for your company (+ Fees Required).

Options - Close the Training Presentation Using One or More of the Following Options

1. Post-Training Memory Maker Quiz

This quiz is a duplicate of the Pre-Training Quiz.

Online Training: Online courses may include this quiz, depending on the course chosen.

Classroom Training: The quiz is included in Course Workbooks on page 19. The Instructor may have participants complete this quiz and/or the Final Test when prompted by the presentation.

If using separate documents, distribute the quiz at this time. If you prefer to skip this quiz, continue to the next option. If you choose to use the quiz, after class grade each quiz and evaluate the difference between pre and post quiz responses, if desired. Quiz and Test Scores may also be tracked in the Attendance Record.

2. Test Your Knowledge - Test and Answer Key

Online Training: This is the final test for P.A.U.S.E. for Prevention training. The final test is included in all online course curriculums. Participants must achieve a score of 80% to receive a Certificate of Completion.

Classroom Training: The Final Test is located on pages 20 and 21 in the Course Workbook. The Instructor may have participants complete the final test when prompted by the training presentation. If you prefer to use separate documents, distribute this test when instructed. The Answer Key is located on page 32. Tests and Answers Keys are also available for purchase as separate documents.

Instruct participants to complete the test in a timely manner. The Instructor may read the answers out loud and have participants correct or grade their tests, or instruct participants to self-correct and grade their own tests using the workbook answer key or available separate answer key document. If you prefer to skip the quiz and or final test, continue to the last option.

3. Course Evaluation

The final step is to have participants complete a "Course Evaluation and Instructor Rating" form.

Online Training: Online courses do not include a course evaluation.

Classroom Training: If you choose to utilize course evaluations, distribute this form last. Once everyone has returned their evaluation, continue to the end of the presentation for final closing statements. At that time, participants are free to leave the classroom and perform a self-assessment at their respective workstations.

Instructor Notes:

Thank everyone as a group for their participation and then thank each person when they turn in, or when the Instructor collects their evaluation.

In the event of a low score, consider having this/these employees retake the course. The lessons included in P.A.U.S.E. for Prevention training are important for everyone who owns and operates a spine.

Additional Deliverables - Included in Purchase

Doc-in-a-Box™ includes several additional deliverables. Below is a brief description of each deliverable. The process for ordering materials is located on page 10 and a full list of included and available deliverables is located on pages 11 & 12, as well in the P.A.U.S.E. for Prevention Deliverables Catalog which may be accessed at www.accurateergonomics.com/catalogs-ordering.

Ergonomic Equipment Needs List

This worksheet is included in most online courses as a printable PDF. Use this list to plan, order, track and deliver workstation equipment to employees. This form is available as an Excel Spreadsheet (By Request).

Warm-Up & SAFE Stretch Leader Guide

This step-by-step guide is designed to assist Stretch Leaders the first few times they lead a group. It is a good idea to have every Stretch Leader read and follow these important steps until they become a habit.

Warm-Up & SAFE Stretch Program Initiation Data Sheet

Utilize this form to set up and organize your Warm-Up and SAFE Stretch Program and to track leader names, locations, start times and more.

SAFE Stretch Audit Form

This step-by-step process may be used to audit and measure the effectiveness of a pre-work stretch group. Simply follow the instructions on the form to measure and gauge the effectiveness of each group and leader. Accurate Ergonomics recommends that you rotate group leaders on a routine basis. Every person in a group should be given an opportunity to lead their group for a period of time, at least one time.

Reminder Poster Data Sheet

Accurate Ergonomics offers a variety of Program Reminder Posters. In the days immediately following the completion of PAUSE For Prevention Training, take a few minutes to view the available reminder posters on pages 12 and 13, or see the deliverables catalog. Use this form as you walk about your facility and write down the type and number of posters you believe would remind employees of the critical lessons included in training. To view and order posters visit AccurateErgonomics.com or call 1.866.950.3746.

Additional Deliverables - Available for Purchase (P.A.U.S.E. for Prevention Support Packages)

Below is a list of additional deliverables and forms available for purchase, including a brief description.

Warm-Up & SAFE Stretch Pocket Cards

Pocket cards contain the same SAFE Stretch routine as training courses and other program materials.

At-Desk Professional Ergonomics Best Practices and Assessee Guide (Employee Guide)

This guide may ordered and provided to employees as part of their self-assessment process, or may be utilized by internal Ergonomics Assessment Personnel (Assessors). Includes: Key reminders of what was learned during training, a step by step explanation of each assessment criteria, assessment worksheet, equipment wish list and more. Note: Matches Assessor's Guide (See Page 9).

Ergonomic Self-Assessment & Equipment Check-Wish-List (Employee)

This form is a duplicate of the assessment/equipment checklist located in the employee guide above and included in online courses. ***Available Deliverables List, Continued on Page 9.***

At-Desk Professional Ergonomics Best Practices and Self-Assessment Guide (Assessor)

This guide is a great tool for internal assessors to utilize when they perform employee assessments. Includes: Key reminders of what was learned in training, a step by step explanation of each assessment criteria, assessment worksheet, and equipment wish list. Note: Matches Employee (Assessee) Assessment Guide.

Basic Ergonomic Assessment & Equipment Checklist (Assessor)

This form is a duplicate of the assessment/equipment checklist located in the assessor's guide above.

Ergonomics Coach Observation Worksheet

At the end of P.A.U.S.E. training, learners are advised that your program may include an observation and feedback, personalized Health and Ergonomics Coaching process. This worksheet includes Key Goals from P.A.U.S.E. training (10 Key Ergonomic Goals - 10-ERGO POW)). This worksheet is utilized by Internal Leaders and Coaches to perform observations, measure improvements, and achieve success.

Ergonomics Coach Communication & Employee Score Card

Information and suggestions derived from the observation process are transferred to these cards and given to employees as a reminder of where they are currently successful, as well as where improvements could, or should be made. Note: The observation and coaching materials include a process whereby coaches may reward employees on a progressive basis for successful changes in their health, workstation and posture.

At-Desk Ergo 10-POW Folding Card

These folding cards contain the 10 Key Ergonomic Goals as the worksheets and communication cards above. These cards may be distributed during classroom training, post online training, or as part of the assessment and coaching process above. These cards must be ordered and shipped to your location.

Because i Care - Communication Card

Motivating employees to change their behavior is a continuous improvement process. When an Internal Leader, Coach or other person casually observes a negative or positive behavior, such as when walking by someone's workstation, there is an opportunity to assist a coworker. When a direct conversation is not possible or desirable, personnel can communicate the Pro's & Con's of what was observed with these cards. Just fill out the card and leave it on a person's desk or place it in their inbox - Why? Because You Care.

SMART CARDS - Purchase Sets Separately (Not included in PAUSE for Prevention Support Package)

SMART Cards contain lessons and tips from training courses, plus new information designed to promote prevention-based behaviors across a spectrum of related topics. Below is a current list of SMART Cards.

Plan and Prepare SMART Card: Lessons from Modules One & Two

At-Desk Professional DESK SMART Card: Tips for At-Desk Professionals

10 PowerHouse Food Card: Nutrition Tips

Health SMART Card: Health tips

Lift SMART: Lifting Tips

Task SMART: Tasking Tips

SMART Cards are added on a constant basis to promote continuous improvement. Email Team Accurate for the latest list of SMART Cards and other deliverables, or see the online P.A.U.S.E. for Prevention Deliverables Catalog.

Ergonomics and MSD Prevention Suggestion Forms

These cards are designed to engage employees in the P.A.U.S.E. for Prevention injury prevention process. If you already have a suggestion process you could switch to these cards or add them to your process. If you do not have a process in place (suggestion boxes, etc.), begin one by using these cards. An Instructor may distribute these cards at the end of training, or during a future warm-up and stretch time. When employees are able to make suggestions, and management listens and responds in a timely manner, the level of trust between management, supervisors and line employees improves greatly.

Ergonomics and Injury Prevention - Non-Injury Near-Miss Report

These cards are designed to engage employees in the injury prevention process. When an employee experiences a non-injury near miss, they may fill out one of these cards, deposit it into one of your collection boxes, or forward it to their Supervisor or IPM. This valuable information may then be utilized to perform an investigation, take corrective actions, and to broadcast this information in order to prevent a future injury to this person, as well as other personnel.

Ergonomics and Injury Prevention - Early Report of Symptoms Form

The early reporting of symptoms is an important part of injury prevention. These cards may be distributed to employees post training, or added to your arsenal of communication forms. When an employee experiences or becomes aware of an early warning sign, or symptom of a problem (pain, soreness, etc.), they fill out one of these cards and deliver it to their Supervisor or other internal personnel. This gives your organization an opportunity to proactively intervene and assist employees to improve this condition, prior to a costly injury or Workers' Compensation claim. Keep completed cards on file for future reference or an OSHA inspection.

Posters (Purchase Separately)

P.A.U.S.E. includes numerous posters. Each poster is designed to remind employees of lessons included in training, to motivate behavioral change and build a Culture of Health & Prevention. Posters are laminated and shipped in protective packaging. Post training, view the list of available posters in this guide and utilize the Poster Data Sheet included to determine the types and sizes of posters for each area or wall (***See Full List of Posters on Pages 11 & 12 (or see P.A.U.S.E. for Prevention Deliverables Catalog and Order Forms)***).

Packages

There are 3 packages available for purchase: 1) Warm-Up and SAFE Stretch Package (for at-desk employees and/or communication & call center employees). 2) Ergonomics Best Practices Packages. One for at-desk and one for communication/call centers). Each package contains: 1-24"x36" and 4-11"x17" wall posters, 2 Stretch Leader Guides, 10 Stretch Routine Guides, and 10 Ergonomics Best Practices Guides (Laminated). Additional materials are available in sets of 10. Stretch Pocket Cards need to be ordered separately.

Instructions for Ordering Deliverables, Posters and Other Training Products

If you would like to purchase P.O.W.E.R. Training for employees with physical jobs, contact Team Accurate or visit AccurateErgonomics.com. If you would like to purchase additional materials, posters, etc., email or call Team Accurate, or visit AccurateErgonomics.com/catalogs-ordering to view course catalogs, deliverable catalogs and order forms.

Remote Ergonomic Assessments

Accurate Ergonomics is available to provide timely interventions and ergonomic assessments for your employees. We can also teach your staff how to perform workstation evaluations. There are 3 types of assessment types: 1) Standard Assessment (60 Minutes), 2) Detailed/Symptomatic Assessment (90 Minutes), 3) Remote Assessments (www.accurateergonomics.com/remote-ergonomic-assessments). Set up an appointment and one of our ergonomics experts will take great care of your employee/s. Report of findings includes recommendations and suggestions for improvement.

Below is a list of materials included and/or available in Doc-in-a-Box. Use this form to organize which materials for classroom training (X = Include in Training), and to determine when additional materials need to be ordered. IL = Included in Online Individual Learner Course. CL = Classroom Deliverable. WD = Printable in Course Curriculum. Ordering instructions are on page 10. Note: File #3 and #22 below are PDF's (available as MS Excel Worksheets via request).

Document ID & Description / WD = Course With Printable Deliverables In the Include in Training Column, X - in CWB indicates "Included in the Course Workbook" Most Print & Ship items are available in sets, as listed in column one below (Set Quantity)	Included in Doc-in-a-Box WD / CL / IL	Include in Classroom Training (X)	Number to Order
#1 - P.A.U.S.E. Training Implementation and Instructor Guide (This Guide)	X & WD	N/A	
#2 - Classroom Training Sign-In Sheet (2)	X (WD)	X	
#3 - Training Assignment and Attendance Record (PDF) (2)	X (WD)		
#4 - At-Desk Professional - Course Workbook (Includes #5 through #13) (15)	(CL Only)	Order/Opt.	
#5 - Pre-Training Memory Maker Quiz (15)	(IL/CL-WD)	X - in CWB	
#6 - Training Needs Assessment and Personal Comfort Survey (15)	(IL/CL-WD)	X - in CWB	
#6a - Training Needs Assessment and Personal Comfort Survey (15) (Single Page)	(IL/CL-WD)	X - in CWB	
#7 - Modules 1-5 Checklist (15)	(IL/CL-WD)	X - in CWB	
#8 - Warm-Up, SAFE Stretch & Flexibility Guide & Ergonomics Best Practices (15)	(IL/CL-WD)	X - in CWB	
#9 - Module 6 Workstation and Postural Improvement Checklists (15)	(IL/CL-WD)	X - in CWB	
#10 - Core Exercise Routine (15)	(IL/CL-WD)	X - in CWB	
#11 - Individual Ergonomics Best Practices Guide (15)	(IL/CL-WD)	X - in CWB	
#12 - Post-Training Memory Maker Quiz (15)	(CL-WD)	X - in CWB	
#13 - Post-Training Test - Test Your Knowledge (15)	(IL/CL-WD)	X - in CWB	
#14 - Course Evaluation & Instructor Feedback Survey (15)	(CL-WD)	WD-Opt.	
#15 - Pre & Post-Training Memory Maker Quiz - Answer Key Only (15)	(CL-WD)	WD-Opt.	
#16 - Post-Training Final Test - Test Your Knowledge - Answer Key Only (15)	(IL/CL-WD)	X - in CWB	
#17 - Ergonomics Equipment Needs List (Employee) (PDF) (2)	(IL/CL-WD)	X - in CWB	
#18 - 10 Key Observation Points (15)	(IL/CL-WD)		
#19 - The Meaning of P.A.U.S.E. (15)	(IL/CL-WD)		
#20 - Warm-Up & SAFE Stretch Leaders Guide (2)	(CL-WD)		
#21 - Stretch Program Initiation Date Sheet (2)	(CL-WD)		
#22 - SAFE Stretch Audit Form (2)	(CL-WD)		
#23 - Warm-Up & SAFE Stretch Routine Pocket Cards (30)		Order/Opt.	
#24 - Reminder Poster Data Sheet (2)	(CL-WD)		
#30 - Phase II Skills Reinforcement Training & Ergonomics Assessment Guide (1)	W/TTT		
#31 - Phase III Precision Development & PAUSE Coaching Guide	W/TTT		
#32 - At-Desk Professional Ergonomic Assessment Guide (Assessor) (1)		Order/Pkg.	
#33 - Ergonomics Best Practices and Self-Assessment Guide (Employee) (15)		Order/Pkg.	
#34 - Ergonomics Equipment Check-List (Assessor) (15) 2 or Excel)		Order/Pkg.	
#35 - Ergonomics Self-Assessment & Equipment Check-Wish-List (Employee) (15)		Order/Pkg.	
#36 - Ergonomics Equipment List (Assessor or IPM) (15)		Order/Pkg.	
#37 - Ergonomics Equipment Checklist (Remote Learner) (IPM or Assessor) (2 or Excel)		Order/Pkg.	

Document ID & Description These Deliverables are Available Only in Sets, as listed in column one below (Set Quantity)	Included in Doc-in-a-Box™	Include in Training (X)	Number to Order
#38 - Ergonomics Coach Observation Sheet (20)			
#39 - Ergonomics Coach Employee Communication Cards (20)			
#40 - At-Desk Ergo 10-POW Folding Cards (30)			
#41 - Because i Care - Communication Card (40)			
#42 - Plan and Prepare SMART Card (2 Sided) (20)			
#43 - At-Desk Professional DESK SMART Card (20)			
#43- 10 PowerHouse Food Card (20)			
#45 - Health SMART Card (20)			
#46 - Lift SMART Card (20)			
#47 - Task Smart (20)			
#100 - Ergonomics and Injury Prevention - Suggestion Form (20)			
#101 - Ergonomics and Injury Prevention - Non-Injury Near-Miss Report (20)			
#102 - Ergonomics and Injury Prevention - Early Report of Symptoms Form (20)			

Posters: Below is a list of available posters. Utilize the list below and the “Reminder Poster Data Sheet” included in your purchase, to determine where to locate program reminders and which posters to order. We recommend that you use Removable Adhesive Poster Hangers to mount your posters (Velcro, 3M, etc.). All posters are laminated with a gloss finish with a 1/4 inch (+/-) clear laminate border.

Poster Name	Poster Description (See Order Form for Prices)	Size	# To Order
PAUSE For Prevention - POSTER 50 SAFE Stretch Routine	SAFE Stretch and Flexibility Exercise Routine taught during training (Does not contain the words “Warm-Up” (50a = 11x17)	24x36	
PAUSE For Prevention - POSTER 51 Warm-Up & SAFE Stretch Routine	Same poster as #50 above, with the words Warm-Up. (51a = 11x17)	24x36	
PAUSE For Prevention - POSTER 52a Warm-Up & SAFE Stretch Routine	Includes “ At-Desk Professionals. ” Warm-Up & SAFE Stretch and Flexibility Exercise Routine taught during training (52b = Communication & Call Centers)	24x36	
PAUSE For Prevention - POSTER 53a Warm-Up & SAFE Stretch Routine	Includes “ At-Desk Professionals. ” Warm-Up & SAFE Stretch and Flexibility Exercise Routine taught during training (53b = Communication & Call Centers)	11x17	
PAUSE For Prevention - POSTER 54a Ergonomics Best Practices	Ergonomics Best Practices for “ At-Desk Professionals. ” (54b = Communication Center, Dispatch & Call Center Professionals”)	24x36	
PAUSE For Prevention - POSTER 55a Ergonomics Best Practices	Ergonomics Best Practices for “ At-Desk Professionals. ” (55b = Communication Center, Dispatch & Call Center Professionals”)	11x17	
PAUSE For Prevention - POSTER 56 Program Reminder Posters	Set of 7, 11x17 Wall Posters. Includes 7 Different Sets of Training & Program Reminders	11x17	
See P.A.U.S.E. for Prevention Deliverables Catalog	Additional Posters Are Available. P.A.U.S.E. for Prevention Deliverables Catalog: www.accurateergonomics.com/catalogs-ordering		

Poster Name	Poster Description	Size	# To Order
PAUSE For Prevention - POSTER 54a Ergonomics Best Practices	Remind At-Desk Professionals of key ergonomics best practices included in PAUSE For Prevention training	24x36	
PAUSE For Prevention - POSTER 54b Ergonomics Best Practices	Remind Communication, Dispatch and Call Center Professionals of key ergonomics best practices included in PAUSE For Prevention training	24x36	
PAUSE For Prevention - POSTER 55a Ergonomic Best Practices	Same as poster 54a above in a smaller size	11x17	
PAUSE For Prevention - POSTER 55b Ergonomic Best Practices	Same as poster 54b above in a smaller size	11x17	
PAUSE For Prevention - POSTER 56 Program Reminder Posters	Set of seven program reminder posters	11x17	
PAUSE For Prevention - POSTER 57 Corner Push-Ups	Remind employees to perform Corner Push-Ups. Mount these in accessible corners	11x17	
PAUSE For Prevention - POSTER 58 Corner Push-Ups	Remind employees to perform Corner Push-Ups. Mount these in accessible corners. Includes the words “Warm-Up”	11x17	
PAUSE For Prevention - POSTER 59 Corner Push-Ups	Remind employees to perform Corner Push-Ups. Mount these in accessible corners. 2 Posters, 1 Right, 1 Left Hand with instructions	11x17	
PAUSE FOR Prevention - POSTER 60 Chin-Slide	Remind employees to perform Chin-Slides through the day	8.5x11	
PAUSE FOR Prevention - POSTER 61 Warm-Up & SAFE Stretch Routine	Warm-Up & SAFE Stretch Routine found in training materials	11x17	
PAUSE FOR Prevention - POSTER 70 PAUSE For Prevention Light Bulb	Remind employees to PAUSE For Prevention	11x17	
PAUSE FOR Prevention - POSTER 72 Remember to Stretch Light Bulbs	Remind employees to Stretch throughout their shift. These are small posters that may be places by time clocks, etc.	5x8	
PAUSE For Prevention - POSTER 80 Say No to Salt and Sugar	Remind employees to limit their intake. Mount these on walls next to tables and condiments in lunch rooms and break areas (2 per set)	5x8	
PAUSE For Prevention - POSTER 81 Switch to Decaf	Mount above or around coffee makers where decaffeinated coffee is, or may become an option as a result of training Module One (Green)	8.5x11	
PAUSE For Prevention - POSTER 82 Switch to Decaf	Mount above or around coffee makers where decaffeinated coffee is, or may become an option as a result of training Module One (Grey)	8.5x11	
PAUSE For Prevention - POSTER 83 Hydrate With Water	Remind employees to routinely hydrate through their shift	8.5x11	
PAUSE For Prevention - Warm-Up and SAFE Stretch Package	1 - 24x36 & 4 - 11x17 Posters, 2 Leader Guides, 10 Individual Stretch Guides (Stretch Pocket Cards are Additional)	---	
PAUSE For Prevention - Ergonomics Best Practices Package	1 - 24x36 & 4 - 11x17 Posters, 10 Individual Ergonomics Best Practices Guides (Choice of At-Desk Professional or Communication Center)	---	

How to Set Up a Classroom Training Class



The Instructor Will Need the Following Equipment

- Power source and extension cord with multiple outlets.
- A computer to access and deliver training modules.
- Internet access with good to excellent connection strength.
- A projector and screen to display the presentation.
- A remote control presentation clicker.
- Pre-Order Course Workbooks or print classroom course deliverables from a CL-WD course.
- Pens, name tent cards, etc.
- Online Individual Learning courses (IL) require learners to have speakers, a headset or earbuds.

Class Set-Up

- Set up your training room or area at least one hour in advance of start time.
- Tables and chairs for 10-15 participants and 1 for the Instructor.
- A table at the front of the room to set the computer, projector and Instructor items on.
- The room and area should be quiet, so that participants can easily hear the training presentation (if using an IL course to teach a CL training), or hear their Instructor speak (CT-CL Course/s).
- Adjust the lighting (if possible) so that the screen can easily be seen (not too dark).
- The projector may have to be moved further away from the screen to maximize the size of the presentation video window. Some projectors may shrink the image window, causing navigation arrows (Horizontal/Vertical) to appear. This may require a change in the computer display settings, so that the entire video window can be seen (No Scrolling Arrows). Try using the Ctrl Key + Scroll.
- Food and Beverage: We recommend that you have everything in the training room which may be necessary for a multiple hour training.
- Beverages: Water is a must. If you serve coffee, include decaffeinated. Other beverage choices to consider include iced tea, hot tea or healthy juices.
- Food: Fresh fruit is the best snack food (Apples, Bananas, etc.). Other food choices to consider include healthy snack bars, multi-grain breads, healthy crackers, etc.
- **No Pink Boxes Allowed.** Training emphasizes proper nutrition. If your workforce is used to having pink boxes (Donuts and Sugary Sweets), this is the perfect opportunity to break this habit in moving toward a healthy, culture of prevention.

Instructor Set-Up Notes

- The best time to deliver training is at the beginning of a shift, or during lunch (Lunch & Learn).
- The Instructor will need approximately 4 hours to deliver all six modules (See Pg. 16). Additional time may be required depending on the materials used, plus any additional training modules.
- You may choose to deliver one half of training prior to lunch, have lunch brought in, then deliver the final portion of training during and/or after lunch.
- You may also choose to divide training into two or more sessions on different days, or deliver training one module at a time over several weeks.
- Individual learners can self pace or be assigned a completion date (Courses expire in 30-60 days).
- Restroom Breaks should be 5-10 minutes, unless a longer break is needed to comply with policy.

Training Course Presentations and Materials

P.A.U.S.E for Prevention training modules are available online through the Accurate Ergonomics Learning Management System (LMS), "Ergonomics, Health and Safety Academy." If your organization has an internal LMS, you may call Accurate Ergonomics to inquire about adding P.A.U.S.E. for Prevention to your LMS system. As a paid Licensed User or Subscriber of Doc-in-a-Box™, you have specific privileges which are renewed on an annual basis: 24/7 access to training course, discounts on additional training modules and programs, deliverables and posters. Note: Access to the LMS coincides with your License Renewal Date. Access to online courses typically expire in 30 to 60 days, starting when each learner begins their course.

How To Access Training Presentations and Deliverables

1. Use a computer to access the internet and go to www.AccurateErgonomics.com.
2. Click on the "Login/LMS" link in the navigation bar. This will redirect you to the AE LMS site, or go to www.aeonlinelearningacademy.com. Click on "Login" and enter your user email and password.
3. You may also click on the link (URL) to the online academy login page included in your welcome email.
4. To order deliverables call, email or go to AccurateErgonomics.com/catalogs-ordering, then click on the appropriate catalog and/or order form and follow the instructions.
5. Your License Number may be required to order materials and receive a licensed user discount.

Select the Course You Desire to Teach

1. If you have been granted access to more than one course, they may all appear on the same page.
2. Scroll up or down as necessary, click on the chosen course title and follow the instructions.
3. **Course Titles, Numbers and Codes:** ADP = At-Desk Professionals; CT = Company/Consultant Trainer
CC = Communication & Call Center Professionals; CL = Classroom Learning; IL = Individual Learning;
EBP = Ergonomics Best Practices (Ergonomics Module Only); WD = Course With Deliverables
4. See P.A.U.S.E. for Prevention Course Catalog for a Complete List of Courses. Examples include:
 - A. PAUSE for Prevention - Course 1598 - ADP-CL is for At-Desk Professionals (ADP), Classroom Learning (CL), Company Trainer (CT) (No Voice Over). **Requires Instructor to Read/Refer to the presentation content.**
 - B. PAUSE for Prevention - Course 1350 - ADP IL is for At-Desk Professionals (ADP), Individual Learning (IL). This full 8 Module course includes a quiz and final test, and is taken individually at each employee's desk. There are several other courses to choose from (See Course Catalog).
 - C. PAUSE for Prevention - Course 1177 - CC-IL is for Communication, Call & Dispatch Center Professionals (CC), Individual Learning (IL). This full 8 Module course includes a quiz, personal comfort survey, final test, and is taken individually at each employee's desk. (See Course Catalog for Options).
 - D. PAUSE for Prevention - Course 1389 - ADP - EBP is for At-Desk Professionals (ADP), Ergonomics Best Practices (EBP). 3 module course taken individually at an employee's desk.
 - E. Note: There are a number of courses available, each with different options. Some have quizzes, comfort surveys and tests and some do not. Contact Team Accurate to add or change courses.

Group Leaders

If you or someone else in your organization has been assigned the role of "Group Leader," this person has received an email stating their role and listing their access and login information. Group Leaders have access to additional functions: View Individual Learner's course start dates, course progression, completion dates, quiz, test scores and certification. A Group Leader can also manage other functions, such as enroll and delete learners, purchase additional courses or seats. **Applies to Online Courses Only (See Pages 30-32).**

How to Deliver a Classroom Training

In order to complete all of the modules included in P.A.U.S.E. for Prevention, the Instructor must become familiar with the course or presentation content and process. This includes Course Workbooks and other materials. The Instructor must also remain aware of the amount of time that is required to deliver a highly-effective and memorable training experience. Note: Individual Learning (IL) courses include audio/voice over.

An Instructor's job is to set the tone for training, present the content with "enthusiasm" and be a compelling presence in the class. The Instructor must also keep the training process on track. While it is good to promote a certain amount of discussion and engagement in the content during training, or pause to ask or answer a question or two, the Instructor must politely limit the amount of feedback or risk running out of scheduled time. The end of Module Six is just as important as the beginning of the Introduction Session.

Instructors should begin with the premise that it will take approximately 4 hours to complete a class, then add the estimated amount of time required to complete each of the elements below. After the first or second time an Instructor practices and/or delivers training, they will have a better sense of how long to schedule each class or group of modules in the future.

- Pre-Training Quiz (10 Minutes).
- Training Needs Assessment and Comfort Survey (15 Minutes).
- Module 1-5 Checklist (10 Minutes).
- Post-Training Quiz (5 Minutes).
- Test Your Knowledge (15 Minutes).
- Course Evaluation (5 Minutes).
- If you choose all of the above options, add approximately 1 hour to the original 4 hours.
- If modules are delivered over a period of days or weeks, allow approximately:
 - 1 hour to complete the Introduction Session (with paperwork).
 - 1 hour for Module One; 1 hour for Module Two and Three.
 - 1 hour for Modules 4 and 5 (combined).
 - 1 hour for Module Six.
 - 2 Day Delivery: Introduction and Modules 1 and 2 on one day (+/- 2 hrs.). Modules 3, 4, 5 and 6 (+/- 2-3 hrs.) on a separate day. Allow time for breaks.

Important Instructor Notes:

1. **Restarting the Training Presentation:** When a classroom course is delivered in separate sessions, the Instructor will see a pop-up which asks if they want to continue where they left off or start from the beginning. If starting at the beginning is selected, the Instructor will have to click or arrow through the slides to reach where they left off.
2. **Additional Content:** A number of slides have content, such as a graphic or photograph, that either appears or disappears after a few seconds, to reveal another graphic or written content. Slide 4, "Opportunities Straight Ahead," is one example of this. When an Instructor reviews the presentation prior to the first class, they will gain a better understanding of these slides and their timing.

Presentation Optics

The Instructor starts the presentation, reads the content shown on the presentation slides, while participants view the content, and is able to advance the presentation with their remote control and pause at any time to discuss or highlight some part of a lesson, complete an assignment, answer a question, or take a break.

Important Program, Internal Program Manager and Instructor Notes

P.A.U.S.E. for Prevention includes a variety of interconnected topics and lessons (Integrated Health and Safety). At times, when employees hear that training is multiple hours in duration, their first thought may be “This training is too long,” or “We don’t have time.” What our experts can tell you, is that this training is extremely valuable. The results of thousands of course evaluations show that the vast majority of participants report that they received a great value. 98% of employees recommend this course be taken by their coworkers. The average course rating is 4.85 on a scale of 1 to 5 - a 97% approval/value rating.

Once the presentation begins and the Instructor or AE voice over specialist adds some enthusiasm to the content, engagement will increase, time will go by fast and participants will both enjoy and benefit from the content. Below is an overview of some options an Instructor will be presented with during the course.

Prior to Starting a Classroom Training Presentation

1. As participants enter the training room have them sign in and pass around the included “Training Sign-In Sheet.” Make sure that everyone signs in and keep this form for your records.
2. Distribute Course Workbooks to every learner, unless you choose to utilize individual documents. Make sure to pre-print the materials you choose before each classroom or lunch & learn session.
3. The Instructor may then direct participants to take the “Pre-Training Memory-Maker Quiz” and/or the “Training Needs Assessment and Comfort Survey,” prior to starting the training presentation.
4. Instructions for these two forms are included in the training presentation. If the Instructor chooses to let the presentation direct participants to complete these forms, pause at those slides and have participants complete these forms in a timely manner.
5. If individual forms are used, collect these when finished. When workbook forms are used and you desire to have a copy or to view quiz, survey or test responses, assign grades or keep these for your records, you may instruct participants to copy these pages, then forward them to the Instructor, Group Leader or Internal Program Manager (IPM).
6. If either of these were completed prior to the presentation, click forward to the next slide.
7. Instruct participants to not venture beyond page of the Course Workbook until instructed.

P.A.U.S.E. for Prevention - Introduction Session

1. Before starting the training presentation, an Instructor should introduce themselves to the group. You may also go around the room and have each participant say their name, time on the job and perhaps tell everyone what their favorite hobby or passion is (hiking, biking, fishing, etc.).
2. Instructor Notes: 1) Introductions can use up valuable class time so keep them brief. 2) This may also be a good time to have participants create a name tent card (optional). If name cards are needed, have markers and paper available. Have participants fold paper in half, twice to make a tent.
3. Training presentations begin with a disclaimer, followed by the course title.
4. When you reach the “Welcome to Pause For Prevention” slide, welcome participants and inform learners that: “Accurate Ergonomics training programs are focused on helping people work and live a better life.” Let participants know that “The creators of P.A.U.S.E. for Prevention have over 30 years of experience diagnosing and treating injured workers, and 30 years of successful experience educating and training at-desk workforces in all types of industries.”

Introduction Session (Continued)

5. The introduction is followed by what participants will learn in the course.
6. Next are the optional Quiz & Comfort Survey instructions. If participants have not already completed these forms, take a few minutes and instruct learners to complete these at this time, then continue.
7. When the Instructor reaches the P.A.U.S.E. for Prevention Logo, inform participants that P.A.U.S.E. for Prevention is a “Prescription for Sustainable Success,” (Next Slide >), focused on Health, Fitness, Ergonomics and Musculoskeletal Injury and Illness Prevention.
8. After the words “And You Probably Won’t Like their Solutions,” there is a slide that shows a spinal surgery being performed. This picture will automatically disappear and be replaced by a picture that shows a spine and a Doctor with a syringe. These are shown to make the point that learners should do everything in their power to prevent and avoid these scenarios.
9. Continue with the presentation. From here forward, participants are listening to the Instructor read from the slides. The Instructor may pause where necessary to complete a form or promote discussion around a particular question or topic.
10. The next few slides include: 1) The definition of a Musculoskeletal Disorder (Soft-Tissue Injury), 2) Why people need ergonomics and injury prevention training, 3) How participants will benefit from taking this course, and 4) Several slides around the concept of “Change.”
11. The last slides in the Introduction Session present “How a Person Can Prevent an Injury or Illness,” followed by a new definition of PPE (Plan, Prepare & Execute).
12. The Introduction Session concludes with a Pause Icon (II)

Module One - Plan for Success

Module One is about Planning for Success, the first “P” in the new meaning of PPE. Module One introduces the 5 Key Elements of a highly effective, personal plan for long-term health and injury prevention success.

1. When you see the black box with the blue checkmark inside, this is where you make a decision whether to have participants: 1) Turn to page 10 in their Course Workbook and/or use the checklist distributed, during the presentation to build their Plan for Success, or 2) Continue the presentation and have participants complete their checklist at the end of Module Five (This method works better).
2. The next section discusses the Plan: Sleep (#1), followed by Nutrition (#2).
3. Next is Hydration (#3). Hydration is very important for good health. When you arrive at the slide with a large example of a “Trigger Point” in a muscle, you may add this element to your presentation (Optional): Purchase a bag of twisty balloons. When you get to this slide, pause and use a balloon to emphasize the lesson (Do Not Blow Up the Balloon). Hold one end with your left fingers at your right shoulder joint. Hold the other end with your right fingers and extend your arm. This represents a muscle which is being stretched to its maximum range of motion. Now tie a few knots in the balloon and do the same stretch. This is a visual representation of what caffeine does to muscles. Caffeine tightens muscles and reduces a person’s range of motion. This visual also helps make the case that stretching is an important part of injury prevention (Module Two).
4. When finished with your demonstration, continue with the presentation.
5. The next section discusses Physical Fitness (#4), followed by Core Strengthening (#5). Maintaining a strong core is a Key Goal in the prevention of injuries, especially back injuries.

Module Two - Prepare For Success

Module Two is about preparing the human body before work, before sitting and all shift long. The second “P” in PPE. Read the document titled “Stretch Leader’s Guide” prior to training, included in Doc-in-a-Box”.

1. Module Two begins with a brief review of the Key Goals discussed in Module One. You may read the words included on the Colored Keys or read the following statement: “In Module One we learned the importance of sleeping 7-8 hours a night, the need for good nutrition, proper hydration, general fitness and exercise, and that maintaining core strength is key to a healthy back.”
2. The first part of Module Two makes the case for maintaining flexibility.
3. When you arrive at the words “Let’s Rise Up from Our Chairs and Perform a Warm-Up and SAFE Stretch Routine,” you may: A) Instruct participants to turn to pages 12 and 13 in the workbook, B) Distribute the stretch routine handout printed from the CL-WD Course, or purchased and printed as a separate Document), or 3) Continue to the next slide and read the disclaimer to the class.
4. Have participants stand up as they listen to the disclaimer, then follow the instructions as you lead the group, slide by slide, in an effective set of stretches. Remember, every athlete stretches before and throughout every game.
5. The stretch begins with a method participants can use to measure the difference before and after performing a few stretches, only one time. Participants are able to feel, thus prove to themselves, that stretching does work and is verified by a small increase in range of motion of the head.
6. After the first few stretches everyone will re-measure their range. Ask people if their head actually rotates a bit further. Typically there are at least a few participants that will admit they feel the difference. If no one offers a positive comment, use your experience and share how you feel, then continue to the end of the routine.
7. At the end of the routine participants are instructed to return to their chairs. Once seated, you have an opportunity to select a volunteer, appoint or vote for a person who will lead either this, or another group every shift in a daily pre-work stretch.
8. The next section is on energy management: How to maintain a healthy, constant state of readiness.
9. Module Two concludes with a Pause Icon (II).
10. If you have not yet taken a restroom break, this is a good time for a 5-10 minute break. If no one needs a restroom break, continue to Module Three, or end today’s class if modules are being taught on separate days, or one module at a time.

Internal Program Manager and Instructor Notes on Warm-Up & SAFE Stretch Program

1. If you already have a functioning stretch program in place, great work.

Note: You may add all or some of these stretches to your current routine.

2. If you currently do not have a stretch routine, or you previously had a stretch program that has faded away, now is the time to either start, or restart one. P.A.U.S.E. for Prevention Training clearly makes the case for stretching.

3. Engage in any discussion necessary prior to training, in order to gain the necessary buy-in and support from Stakeholders on starting a stretch program. Discuss who will lead stretches (Managers, Supervisors, Volunteers, etc.). Stretching should be done on company time.
4. Plan a warm-up and stretch location and time or times for each workgroup and shift.
5. After learning and practicing the stretch routine in Module Two, determine or announce who will lead their stretch. This could be someone with a special interest in fitness, a volunteer or a Supervisor.
6. Start the warm-up and stretch routine as soon as possible, once training is delivered.
7. Keep the program alive and functioning in each workgroup for a sustained period of time, until the routine becomes a permanent daily group activity, as well as an individual employee habit.
8. Doc-in-a-Box includes a “Warm-Up & SAFE Stretch Program Initiation Data Sheet.” Use this form to organize and keep track of this information. The routine should be performed on paid time and should take less than ten minutes to perform. The Supervisor or Leader may multi-task and use this time to read announcements, discuss the day’s tasks, potential challenges and to build positive, caring and trusting relationships with employees.
9. Doc-in-a-Box also includes a “SAFE Stretch Audit Form.” Use this form to assess, improve and track the effectiveness of each workgroup. A sustainable program requires structure, accountability and continuous motivation.
10. Once training has been completed, order and mount reminder posters on a wall/s where employees can be reminded to stretch and easily see the routine while stretching.

Module Three - Musculoskeletal Anatomy and Injury Prevention

Module Three is about human anatomy. This module delivers critical information about how internal body parts function, and what causes an injury.

1. Module Three begins with a brief review of Module Two. You may read the words included on the Colored Keys or read the following statement: “In Module Two we learned how to warm up and stretch, the benefits of staying hydrated, that eating healthy snacks in between meals maintains a constant level of energy and healthy blood sugar levels, and that people who work at a desk need to add motion throughout their day, in order to offset the negative consequences of sitting.”
2. The first section is about: how the spine and discs operate, an explanation of how nerves work, nerve flow and pressure, how pain travels from the spine outward, and the role proper hydration plays in maintaining healthy spinal discs.
3. The next is a section about tendons and ligaments, followed by an explanation of the difference between a sprain and a strain, and an explanation of the role that a person’s head plays in neck, back and nerve pressure. The position of a person’s head is also Step 9 of the “At-Desk Ergo 10-POW Folding Card” used in Phases 2 and 3. These cards available and may be purchased separately, or they are included in P.A.U.S.E. Support Packages.
4. Module Three concludes with a Pause Icon (II).
5. Continue to Module Four, or end today’s class if Modules are being taught one at a time on separate days.

Note: The contents and lessons in Module Three set the stage for Modules Four and Five.

Module Four - Efficient Postures

Module Four describes what an efficient, neutral posture is, plus why achieving one is so important.

1. Module Four begins with a review of Module Three. You may read the words included on the colored Keys or read the following statement: “In Module Three we learned what we need to know about the spine to protect it from injury. We learned about discs, nerves, muscles, joints, tendons, ligaments, Synovial Fluid, and how everything is connected. We also learned that our muscles need to be strong and flexible, that healthy discs and proper nerve flow play critical roles in preventing an injury to our Musculoskeletal System, and that Synovial Fluid activity is stimulated by stretching.”
2. The first section describes human factors which often get in the way of someone deploying an efficient posture, including time, thoughts, habits and muscle-memories.
3. The next section takes a closer look at efficient postures. An explanation of what an efficient, neutral posture looks like when people stand, walk, sit and lift. These examples show the stress placed on the spine and discs.
4. The next section covers “Chronic Postural Stressors,” such as wallets, purses and sleeping postures.
5. The next section includes breathing exercises. Have participants practice this deep breathing exercise before finishing the module.
6. Module Four concludes with a Pause Icon (II).
7. Module Five is fairly short, so continue to Module Five.

Module Five - “Execute” - The Execution of an Efficient Posture

1. Module Five is about the execution of an efficient posture, the “E” in PAUSE’s new definition of PPE.
2. Module Five begins with a review of Module Four. You may read the words included on the Colored Keys or read this statement: “Module Four discussed the need to overcome obstacles and incorrect thoughts people have, such as “I don’t have time,” the need to develop new, protective and efficient muscle memories, that a neutral posture is efficient and should be deployed when sitting, standing and walking, that people should eliminate chronic postural stressors, such as sitting on a wallet or how a purse is carried, and that deep breathing throughout the day has many benefits, including a purposeful exhale when someone exerts themselves gives their back an extra 1,000 lbs. of added support.”
3. The first section speaks to the meaning of “E” in the new definition of PPE, followed by an explanation of Static and Awkward Postures.
4. The next section is about listening to one’s body and “Early Warning Signs,” so that people may take appropriate actions to prevent cumulative damage and prevent an injury.
5. The next section talks about taking things “One Day at a Time,” and that efficient postures apply to everyone, at work and home (24/7).
6. If your purchase included “Suggestion, Near-Miss and Early Reporting of Symptoms” forms, you may choose to distribute these, wait until another day during a stretch time, or inform participants where these forms are located. Contact Team Accurate to add these forms to your ergonomics tool kit.
7. Module Five concludes with a Pause Icon (II). If you instructed the class to wait until the end of Module Five to complete the Modules One-Five Checklist, have participants complete these prior to beginning Module Six. Continue to Module Six unless you are delivering training on separate days.

Module Six - At-Desk Ergonomics

1. Module Six begins with a review of Module Five. You may read the words on the colored Keys or read this statement: "In Module Five we discussed how action is required to prevent a person from becoming injured. We also talked about the negative effects of static and awkward postures, that we should listen to any warning signs of a potential problem, we should take one day at a time and pay special over the next days and weeks to achieve and maintain a neutral balance point. We also learned that achieving an efficient posture applies to every body and every profession.
2. The first section presents the definition of "P.A.U.S.E" for Prevention, followed by a definition of the word "ergonomics."
3. The next section "Highlights" several lessons from previous training modules. These set the stage for participants to learn the self-assessments steps in the next section and engage in the process when they return to their desks.
4. The next section explains each element of how participants can meet and exceed their individual needs - "Ergonomics Best Practices."
5. Go through this section one slide at a time and read each slide.
6. The Instructor should be familiar with the type of equipment used or available in your office environment. The Instructor should also know where your organization stands on the ability and willingness to purchase new workstation ergonomic equipment.
7. P.A.U.S.E. for Prevention and Ergonomics Best Practices makes no guarantee that equipment will be purchased. This is why the Equipment Checklist is called a "Wish List."
8. The first five nodules set the stage, by making a great case for why and how change is needed in many areas of most people's lives, at home and work. These lessons also taught participants the importance of proper, efficient postures.
9. The goal of this module is to build on the lessons in Modules 1-5 and inform participants, step by step, why and how to adjust their workstations.
10. Participants will use their Module Six, three page checklists when they return to their desks, either on training day, or their next shift. If Accurate Ergonomics created a custom checklist for you company, you could distribute this new checklist to be used in place of the one in the course workbook.
11. The next section is titled "Personal Do's and Don'ts." These slides contain some new tips to improve each participant's health and comfort, as well as some reminders of previous lessons.
12. There is a "Personal Do's and Don'ts Checklist" on page 18 of the workbook. If you are not using workbooks distribute the printed or purchased Module Six Checklist, this checklist is on the 4th page.
13. The next slide informs participants about the one page "Ergonomics Best Practices" guide included in the workbook on page 28. This form may also be purchased separately and distributed at this time.
14. The next slide "Congratulates" participants on finishing the course.
15. The next section instructs participants how to use their checklists and equipment wish lists upon returning to their desks, followed by options to: 1) Take the Post-Training Quiz," and/or 2) Take the "Final Test," followed by 3) The Course Evaluation (if included).
16. The next two slides inform participants of the 10 Key Observation Points that: 1) Participants can use to monitor their own success, and 2) That internal personnel (Leaders and/or Coworkers) may use as observation points during post training activities. Note: These 10 Observation Points are also included on the "At-Desk 10-POW Folding Cards" (Phase 2 Deliverable or Optional Purchase).

Instructor Training Summary

As was stated early in this guide, P.A.U.S.E. for Prevention is designed to change the behaviors of every At-Desk Employee in your workforce. This guide was designed to give you as much advanced knowledge as possible about the topics included in P.A.U.S.E., as well as an opportunity to practice and refine the delivery of training. Once an Instructor delivers their first training class, they will discover how all of the parts of training flow and work together. From then on, each additional class will become easier to deliver.

Now that you have a much better understanding of what is involved in a training class and knowledge of all of the training material options available, it is easy to see why a minimum of 4 or more hours is needed, as well as why more time may be necessary when you use all of the materials. As you plan and prepare to execute your training initiative, first decide whether you want to deliver Training Modules all at one time, or if you prefer or need to deliver one or two modules at a time, on separate days.

Schedule Training Dates and Times

1. Allow a sufficient amount of time to deliver an effective training experience.
2. Be aware of any mandatory break times as these will extend the time needed to complete training. If necessary, make these the break times instead of the ones included on the presentation .
3. Reserve the training room or space necessary for training, well in advance.
4. Notify employees of training inclusion and requirements (Training Initiative Announcement).
5. Notify each group of participants when and where their training will take place.
6. Send a second notification and/or post the names, training dates, times and location.
7. Ensure that participants show up on time, or a few minutes early. There are many lessons included in training. You want to make sure that each participant completes the entire training course, including their checklists.

New Hire and Individual Learner Training

Training Metrics gathered over many years, prove that new hire training adds a tremendous long-term value. The sooner an employee is able to learn and develop these skills, the sooner they are able to:

- Perform their duties and tasks efficiently.
- Eliminate poor habits and replace them with positive, protective and sustainable behaviors.
- Physically and mentally perform tasks with minimal fatigue and discomfort.
- Enjoy their job, reduce the risk of injury and become part of your new Culture of Health & Prevention.

Licensed Users Have Two Options to Deliver New Hire Training

1. If possible, wait until there is a large enough group to deliver classroom style training. Group training is best delivered and received when there is more than one person.
2. Have each new employee take a P.A.U.S.E. for Prevention Individual Learning (IL) course on their own, via the Accurate Ergonomics Health & Safety Academy (LMS).
3. If your purchase included a number of online training seats, Group Leaders are able to enroll learners and track progress. If your purchase did not include online learning courses and you desire to deliver this style of training to new and or current employees, email or call Team Accurate.

Post Training Activities

1. Gather unused training materials and place them in a file storage box. Keep the training box and materials organized so that you are prepared for the next workgroup.
2. If you need to order additional materials, plan to accomplish this task a minimum of two weeks prior to the next class.
3. Use the sign-in sheet to track attendance. You may also use the “Training Assignment and Attendance Record” included in your purchase, or email Team Accurate to request the Microsoft Excel Worksheet of this document.

Training Quiz and Final Test

1. Review and/or grade the quizzes and final tests. If you utilized Course Workbooks, you will have to instruct participants to cut out or copy these pages and forward them to the appropriate person. Quizzes and Tests in online courses are graded automatically. Group Leader are able to view results.
2. This process will give internal program stakeholders insight on:
 - A. How much employees knew about the topics covered in P.A.U.S.E. training, prior to training.
 - B. Whether the lessons and skills included in training filled knowledge gaps (Pre vs. Post Responses).
 - C. Which employees, if any, need to retake training, or need more assistance.

Training Needs Assessments and Personal Comfort Surveys

1. Review each training needs assessment and comfort survey. If you utilize Course Workbooks, you will have to instruct participants to remove or copy these pages and forward them to the appropriate person. Where surveys are included in online courses, learners are instructed to forward these forms, however, you may need to remind learners.
2. When an employee has rated their comfort/discomfort experience at a number or level which may be higher than average (subjective), put this information to good use. Talk to this person about:
 - A. What are they currently doing that could be causing their shoulder, neck, back, knee, etc., to be in a state of discomfort or pain?
 - B. How could they perform their tasks in a better, more efficient posture?
 - C. Is their equipment adjusted correctly and are they using their equipment properly?
 - D. Which tasks do they spend most of their time performing?
4. With this data you may coach this person on some of the countermeasures discussed in training, such as: increasing water intake, stretching before and after tasks, exercising core muscles, etc.
5. Follow up is important. Mark your calendar to check in with this employee in 1 week, 2 weeks, etc. The more employees know that you care, the more motivated they are to change, and the more your workplace culture will improve.
6. Now that you have baseline comfort/discomfort metrics, you are able to survey all or specific employees by experience, or by workgroup at a later date, such as 3, 6 or 12 months post training. In this way you may track improvements and ensure that steps are being taken to reduce the risk of injury. This process allows you, your Managers and Supervisors to build an “Actively-Caring, Culture of Prevention.”

Follow Your Organization’s Health and Safety Rules and Reporting Policies at All Times.

Course Evaluations

Review course evaluations (Classroom Training Only):

1. How many Yes versus No answers were there in the upper half of the form?
2. How did participants respond to the questions in the main body of the form?
3. What actions or improvements could you take as a result of participant responses?
4. How did participants rate the course and/or their Instructor?

P.A.U.S.E.™ for Prevention - Instructor Doctrine

The Instructor plays a critical role in P.A.U.S.E. training. An Instructor's job is to:

1. Plan and prepare accordingly for each class and workgroup.
2. Start and end each class on time. Schedule enough time, because it's better to end early than run late.
3. Engage participants throughout training. A little engagement or a few words go a long way.
4. Motivate participants to fill out their forms and to use their checklists.
5. Be a neutral party. Opinions should be limited to course content. P.A.U.S.E. is about your workforce.
6. Be a coach, not a cop. Positive reinforcement almost always works best in changing behaviors!
7. Maintain a professional and respectful tone and attitude at all times. No personal agendas allowed.
8. If for some reason a participant disrupts a class, ask to speak to them outside the class. Handle the situation quickly, in the best manner possible. Consider scheduling this person in another class once the situation has been resolved.
9. If you do not know the answer to someone's question, write it down, do some research and seek professional advice where necessary. Then reconnect with that individual to close the loop.
10. If you are not a Licensed Healthcare Practitioner or Treatment Provider, limit your suggestions accordingly. If desired, contact an Accurate Ergonomics Specialist or other Healthcare Practitioner with regard to diagnosis and/or treatment options.

Important Instructor Notes:

1. If a participant asks a question, such as "My back or shoulder hurts, what do you think is causing this," or "What do you think I should do?"
 - A. Remember, you are not a Licensed Doctor or Medical Professional.
 - B. Do Not give anyone any diagnostic, medical or treatment advice.
 - C. Follow your Organization's health and safety policies at all times.
2. Review the list of Effective Leadership Behaviors on page 29.

"Enjoy a Great Training Initiative and Experience!"

Team Accurate Ergonomics

Post Completion of P.A.U.S.E.™ for Prevention Training

Below are some of the Key Steps to take after training is delivered:

1. Review data from quizzes, comfort surveys and tests (Paper and/or Online/LMS).
2. Enter data and metrics from training into the Training Assignment and Attendance Record.
3. Decide which, if any follow up steps you desire to incorporate into your training initiative, such as at-desk assessments, equipment purchases, observations and PAUSE Coaching (See Below).
4. Purchase the documents required to accomplish above, if not included in your original purchase.
5. Begin the Warm-Up and Stretch Program in each trained workgroup, as soon as possible.
6. Routinely attend and participate in pre-work stretch times.
7. Order and mount wall posters in key workgroup locations throughout your facility.
8. Ensure quality drinking water is readily available and that employees are hydrating routinely.
9. Limit the availability of salt, sugar and unhealthy condiments in lunch rooms.
10. If meals are served on-site, reduce or eliminate sodium and sugar during preparation and consider including a healthy meal choice.
11. Brew decaffeinated coffee wherever regular coffee is available.
12. Integrate healthy choices into vending machines. Ask employees what they would purchase?

What's Next?

This is the point in time you can make the biggest difference, change workforce behaviors and your culture on a permanent basis. Many training programs use a one-and-done process. Once training is “over,” most employees feel that they can now move on to whatever is next (The Flavor of the Month).

If you do not follow AE's “Prescription for Sustainable Success,” the positive behaviors you desire may not be achieved. It takes time to change behaviors, postures and build a Culture of Prevention, however, it is well worth the small investment. Phase One builds the foundation and sets the stage for Phases 2 and 3.

Phases 2 and 3 Deliverables and Available for Purchase

Order your Poster Package and/or a Support Package by contacting Team Accurate Ergonomics, or go to: AccurateErgonomics.com/packages.

Phase Two - Ergonomic Assessments

Classroom Training: During P.A.U.S.E. for Prevention classroom training, employees learned why and how to perform a workstation and posture self-assessment in Module Six. Participants were provided the information and assessment checklists to perform their own workstation and postural self-assessment when they return to their desks after classroom training.

Online Training: Online learners receive the same information and engage in the same process as classroom learners. The online LMS curriculum includes: Pre-Training Quiz, Comfort Survey (Some Courses), Stretch Guide, Core Exercises, Module 1-5 Checklist, Module Six Assessment Checklist, Do's and Don'ts Checklist, Equipment Wish List, 10 Key Observation Points, an Ergonomics Best Practices Guide, Post Training Quiz or Final Test (Some Courses), and may include a Course Evaluation. **Online learners perform a self-assessment “during” Module Six versus after classroom training. Continued on Page 27.**

Phase Two - Ergonomic Assessments (Continued)

In both classroom and online training, participants were instructed to:

- Utilize their Workstation & Postural Improvement Checklists during their self-assessment.
- Complete the Equipment Wish List (Or Your Customized Checklist).
- Forward these documents to their Instructor, Supervisor, Group Leader or Internal Program Manager.
- You may want to send a follow up email to participants, to remind them that you are requesting or expecting these and/or other specific forms to be returned by a certain date.
- **The P.A.U.S.E. for Prevention Support Packages include a process and the deliverables necessary for internal staff to perform ergonomics assessments (Phase 2) and chairside coaching (Phases 2 & 3).**

Equipment Purchases: Once these forms are received, it is up to you and your staff to: 1) Review and evaluate any equipment requests, 2) Order any equipment that you deem necessary to assist employees and improve workstations, 3) Communication and timely action are critical steps. If employees will receive new equipment, let them know. The same applies if or when their requests will not be fulfilled. Where equipment will not be provided, let employees know the reason/s why, or when this might occur.

Ergonomics Assessments (Follow Up): The need for individual follow up ergonomics evaluations may be based upon 1) Comfort Survey Ratings, 2) Whom requested equipment, plus what type was requested, or 3) Inquire through an email, internal memo, or survey which employees need, or would like to have a brief ergo evaluation, or Check-Up. Create an Assessment Plan & Prepare to Execute, schedule sessions, etc. If your purchase included Assessor & Assessee Assessment Guides, have your internal assessors utilize these during employee assessments, as needed.

When ordering equipment, we recommend that you purchase quality items. We also recommend that you track purchases, ensure that equipment is received, installed, and that through the process above, users understand why and how to use their new equipment. Utilize the “Ergonomics Equipment Need List” to track ensure that the equipment purchasing and delivery process is both timely and successful.

Phase Three: Learners were advised that your new program may, or does include an Observation and P.A.U.S.E. Coaching process. Once the training, self-assessment, equipment and follow up assessment phases are complete, you have an opportunity to ensure continuous improvement occurs in multiple areas discussed during training, such as changing employee habits, behaviors, mindsets and more, on a permanent basis.

P.A.U.S.E. Observation, Coaching & Communications (Deliverables Available in Support Packages)

The P.A.U.S.E. for Prevention training course, program and process includes Observation Worksheets and Communication-Score Cards. If you choose to utilize this highly recommended process, worksheets and communication-score cards include the Key Lessons and Goals included in P.A.U.S.E. training. A process designed to ensure that lessons learned and applied as a result of training, become sustainable over time.

This engagement process may be implemented in three ways: Examples: 1) Each employee may receive one coaching session within 2-4 weeks after their assessment and any new equipment is delivered and installed. 2) Observations could occur every quarter, six months, or annually. 3) Observations and coaching sessions may be prioritized based on individual employee needs, utilizing the metrics from Comfort Surveys.

Process: Internal Leaders or Injury Prevention Champions (Ergo Coaches), observe a certain number of employees every day, week, month, quarter, etc. The schedule is based upon your criteria and the total number of employees in your workforce. Internal personnel use the Observation Worksheet as a guide. This tells them what to observe and how to determine where further improvements may be in order. Employees receive a Communication & Score Card.

This information is then easily transferred to a matching employee Communication & Score Card. The card is then given to the employee as a reminder of where they need to improve, for their own health and safety. The date of each observation and coaching session may be tracked in the Training Assignment and Attendance PDF, or available Excel Spreadsheet. Observation worksheet metrics and Postural Efficiency Metrics can be. or are tracked and worksheets are filed for future coaching use. The next time an employee or group of employees are due for a coaching session, their coach retrieves the last worksheet and/or checks the P.A.U.S.E. Metrics Tracker, Google Sheet. The coach then follows the same procedure. **Note:** Worksheets and Communication Cards are available for purchase, or may have been included in your original order if you purchased a companion Support Package. These come with their own set of instructions.

Rewards & Incentives

Worksheets and communication cards include an easy process to reward employees for making progress and achieving Key P.A.U.S.E. Goals and an Efficient Posture. The observer/coach may reward an employee with a star for every coaching session and/or level of improvement that has occurred. When an employee earns all five stars, which may occur on the first, second, third or more sessions, your organization may offer an incentive, such as a logo item, water vessel, etc. When an entire workgroup achieves 5 Stars, consider having a catered lunch celebration or other event.

Additional, Continuous Improvement & Communications

There are several other documents available. Over time, you may provide additional deliverables to motivate employees and to maintain or improve engagement levels, and to motivate sustainable positive outcomes in Ergonomics, Health, Postures, Injury Prevention and Safety. There are several deliverables available for you to accomplish these goals. Review pages 8-13, or go to AccurateErgonomics.com/catalogs-ordering.

Management & Peer-2-Peer Driven Communications (Examples of deliverables and their use):

- S.M.A.R.T. Cards may be distributed to employees during coaching sessions or at any time. There are several options to choose from.
- At-Desk Ergo 10-POW Folding Pocket Cards may be distributed at any time.
- “Because i Care Cards” may be utilized by coaches and/or coworkers to communicate a casual observation, such as when a person walks by someone’s desk and sees them in a good or poor (at-risk) posture. They can check a few boxes (Pro’s & Con’s), add a comment and leave the card on a person’s desk to let them know they observed a poor or good habit, posture, etc. In this way, people that are uncomfortable with verbal communications, or don’t have time to talk or coach someone else may easily participate in the coaching/caring process. The person receiving the communication card now knows that someone else cares about them, their health and their well-being.
- Suggestion, Near Miss and Report of Symptoms Cards may be distributed at any time. Encourage employees to use these cards to communicate with Leaders, especially the card which provides employees a method to report early warning signs and symptoms of a potential problem.

Remote Ergonomic Assessments (Office or Home)

Accurate Ergonomics is able to provide timely interventions and remote ergonomics assessments for your employees. Call or email Team Accurate and select from one of 3 assessment types: 1) Standard Assessments (60 Minutes), 2) Detailed/Symptomatic Assessments (90 Minutes), or 3) Remote Assessments. Option: Go to accurateergonomics.com/remote-ergonomic-assessments. Set up an appointment and one of our healthcare and ergonomics experts will take great care of your employee/s, as well as forward a ergonomics assessment report of findings, with improvement suggestions.

The POWER of Leadership - Leadership Essentials

Never underestimate the POWER of Leadership. Below is a list of essential and effective leadership practices and behaviors. These are known to positively influence culture and climate attributes and support positive outcomes in prevention and safety. Instructors are Leaders.

Vision: A Leader is able to visualize what prevention excellence would look like and convey that vision in a compelling way throughout the organization, and with the personnel charged with keeping employees safe and free from harm.

Action: A Leader's actions communicate their high personal standards in health, prevention and safety. A Leader helps others to question and rethink their own perceptions, behaviors and assumptions, while describing a compelling picture of what the future holds.

Credibility: A Leader builds a high level of trust with their peers and reports, is willing to admit mistakes and advocates for the best interest of their workforce. A Leader gives honest information and high-impact feedback about prevention and safety, even if the information may not be well received at times.

Caring: A Leader demonstrates caring through listening, in order to understand what motivates people, by discovering other person's concerns, challenges, fears, hopes and dreams.

Collaboration: A Leader works well with others, actively cares about employees and promotes cooperation and collaboration around prevention and safety. A Leader actively seeks input from others on issues which affect them, and encourages others to make decisions and implement solutions for improving health, prevention and safe outcomes.

Communication: A Leader is a great communicator who encourages others to give honest and complete information about health and safety, even if the information may be unfavorable. A Leader keeps people informed about the big picture of health, prevention and safety, and communicates frequently and effectively up, down and across the organization.

Action Oriented: A Leader is proactive rather than reactive in addressing prevention, safety and culture issues. Leaders hold themselves responsible for developing others through engagement and coaching.

Change Agent: A Leader creates change by helping others move through each of the five stages of the behavioral change process, and by communicating, listening and providing appropriate feedback. A Leader gives timely, considered responses regarding health and safety goals and concerns. A Leader demonstrates a sense of personal urgency in achieving results, and demonstrates a performance, efficiency-driven focus by delivering excellent results in a timely manner. Before injuries occur, not just after an injury.

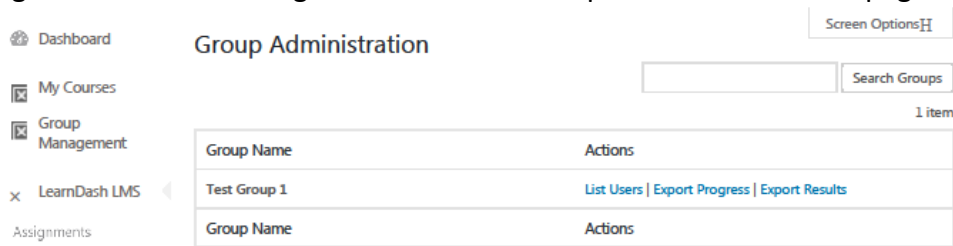
Feedback and Recognition: A Leader provides appropriate feedback and recognizes people and teams for their individual and group accomplishments. A Leader publicly recognizes the contributions of others, uses praise more often than criticism, gives positive feedback and recognition for good performance, and finds ways to celebrate every prevention and safety accomplishment.

Accountability: A Leader practices accountability, gives people a fair appraisal of their efforts and results, clearly communicates people's roles in health, prevention and safety efforts. A Leader fosters the sense that every person is responsible for health, prevention, safety and the outcomes of the organizational unit.

Learning Management System (LMS) - Group Leader Instructions

If your Company has or will purchase or subscribe to online courses to deliver Education and Training to Groups or Individual Learners, such as current or new hires, someone unable to attend a classroom session, or there are more than one locations or trainers at a location, below are the instructions on how to enroll learners and trainers.

1. Group Leaders are assigned a special level of access to the Accurate Ergonomics, “Ergonomics, Health and Safety Academy.”
2. Login to the Accurate Ergonomics LMS. A Group Leader will see this page.



3. The “**Group Administration**” page shows the Group or a List of Groups, that a Group Leader is able to manage. Click on “List Users” to see who is in this group and/or export data into an Excel Worksheet (More Information Below).
4. On the left, click on “**My Courses**” to see the courses that are available.
5. Click on “**Group Management.**” The Group Name will appear at the top left of the page. If a Group Leader is managing more than one group, next to the name will be a drop down arrow. From the dropdown list select the group you desire to manage. Under the Group Name you will see the course, or a list of available courses: “— Course Name.” Under “Enrolled Users” you will see how many seats are remaining, as well as the total number of seats purchased or included in your License Agreement.

Enroll a Learner/s in a Group to Email a Notification and Grant Access to the Group Course/s:

- A. Click on “Add User.”
- B. Check the “Add and Invite User” Radio Button.
- C. Enter the First Name, Last name and Email Address of the person you desire to enroll, then click on “Add User.” The person will receive an email with their login and password information.

NOTE: Ensure enrollees check their graymail and/or junk email folders, as these are auto-generated.

Note 1: During set up, the majority of the time a workforce will be divided into groups (e.g. workgroups). Each group only has access to the course or courses which your Company has selected to include.

Note 2: If there is more than one course included in a group, each learner added to the group will have access to every course. If there is a specific course you desire this or other learners to take, or not take, you will have to send them an email instructing them to take course number “X.”

Continued on Next Page.

Learning Management System (LMS) - Group Leader Instructions (Cont'd.)

To accomplish this, click on “View Reports” near the top of your screen to return to the Group Leader Landing Page. Locate the “Group Name,” then Click on “List Users” to the right. Click on “Email Group” compose your email, then click send at the bottom of the page. Also see ProPanel on page 32.

The other alternative is to contact Accurate Ergonomics and have our E-Learning Team create an additional group or groups, if this was not accomplished as part of your onboarding or set up process.

Add Multiple Users to a Group at the Same Time:

- A. Click on “Upload Users.”
- B. Check the “Add and Invite Users” Radio Button.
- C. Click on the Link that Says “Download a sample csv file,” then select “Open.”
- D. Beginning with Line 2 (Sample), enter each learner’s email address, first name and last name.
- E. Save the file to your chosen destination, such as your desktop so that it is easy to locate.
- F. A Dialogue Box Will Appear, Click Save Again.
- G. Close the CSV File. You Will Have to Click Yes Again.
- H. Return to the Upload Users Dialog Box and Click On “Browse.”
- I. Locate and Double Click On the File was Just Saved.
- J. Click on “Add Users.”
- K. A Light Green Colored Bar Will Appear at the Top of the Page. If the Upload Was Successful, You Will See that Message. If Not, Read the Message on the Right and Try to Correct the Entries Listed by Row Number in the CSV File. Then Repeat the Process.

Note: Every time that you save or close this CSV file, you will have to click “Yes,” as well as override (replace) the existing file with the same name. If you need assistance, email: eleraningteam@accurateergonomics.com.

6. Add a Group Leader by clicking on the “Add Group Leader” box.
7. Delete a Group Leader by checking the box next to a name, then click on “Remove Group Leader/s.”
8. Download reports by clicking on “Export Progress or Export Results.”
9. Ignore the “Key” codes. These apply to bulk seat purchases, wherein the Group Leader can purchase a number of course seats and issue learners an enrollment key.

Learning Management System (LMS) - Group Leader Instructions (Cont'd.)

10. The best way to run or view reports is to:

- A. Click on the "Group Management Icon" in the left hand panel.
- B. In the same line as the Upload User Button, click on "Course Reports," then select a Course Title to view what percentage of each learner's course has been completed and/or the date of completion.
- C. Click on "Quiz Report," then select a course and a quiz or test title to view quiz results. Click on a "Detailed Report Icon" to view actual quiz or test responses and scores.

Important Note: If you remove a user, such as in an attempt to increase the number of seats available, all of that users data will ne permanently deleted.

11. **ProPanel:** Click on "Dashboard" to see and/or utilize ProPanel.

- A. Here you can view some group metrics, such as total students and courses.
- B. You can also filter and run reports, by Group, Course, User and Status.
- C. Make your selection/s and click on the "Filter" button.
- D. Under "ProPanel Activity" you can view the results and/or download a report by clicking on the "Course" or "Quiz" button.

Note: In "ProPanel Filtering" you can use the filter to select a specific learner, then click the email button, compose and send an email to that individual only.

Licensed User Notes:

1. Access to courses and Group Management features is granted to Licensed Users in good standing.
2. If or when a Group Leader or employee leaves your employment, you should remove them from the Group Leader list and access, and/or the users list.
3. As a Group Leader, your employees (learners) should contact you with questions, based on the contact information gathered during the set-up process.
4. When necessary, Group Leaders may then contact the Accurate Ergonomics E-Learning Team for additional assistance

If a challenge arises when following these instructions, contact Accurate Ergonomics to inquire if there are new or more up to date instructions available.

The LMS is fairly easy to operate, however, we are here to help if needed.

Accurate Ergonomics - Training System, Courses, Modules and Training Offerings

The Accurate Ergonomics P.O.W.E.R.™ and P.A.U.S.E. Series, “*A Prescription for Sustainable Success*,” includes multiple courses and modules. There are also specialty and industry specific courses and modules available. Courses and modules are also added on a continuous basis. Each one is designed to improve employee health, fitness, skills, prevention-based behaviors and to build a Culture of Health and a “Culture of Prevention” in your workplace, as well as in each employee’s home and life.

The P.O.W.E.R.™ Program - “Positive Outcomes in Wellness, Ergonomics and Risk”™: POWER Training is for all Active Job Descriptions: The first phase of training is a Five Module course. Just like P.A.U.S.E. for Prevention, both classroom training presentations and online courses are available. P.O.W.E.R. training is a comprehensive, yet easy to deliver education and skills training program. P.O.W.E.R. modules are similar to P.A.U.S.E. modules, with some exceptions. During Module Five, the last module in Phase One POWER training, participants learn a new set of biomechanics skills, called “The POWER Posture.” Learners practice these skills during class, plus every employee, whether trained in a classroom or online, applies this new set of skills during Modules Seven and Eight.

Module Six is included in P.A.U.S.E. for Prevention Courses. There is also an *Ergonomics Best Practices Course that is available for POWER Graduates that spend a portion of their day working at a desk.* This module (A Special Version of Module Six in Pause for Prevention), addresses the office environment. Employees or Supervisors who take the POWER Training course, because they spend most of their shift in an active job capacity, but also spend a portion of their shift working at a desk, may take this valuable module, individually via the AE online academy. This module was developed because advances in technology now require that more time be spent sitting or standing at a desk, or working on some type of surface or electronic device than ever before.

Phase II - Module Seven - Assessments and Skills Reinforcement Training: This module includes an online train the trainer course. An advanced practical course in achieving efficient postural skills and behaviors. Leaders, Supervisors and Injury Prevention Champions (PAUSE or POWER Coaches) are taught: 1) Risk recognition and reduction skills and techniques, 2) The process of postural efficiency and health coaching, and 3) Are provided the tools necessary to measure and track Key P.A.U.S.E. Goals and Postural Efficiency Metrics, plus effectively communicate with coworkers. Assessments and Skills Reinforcement Training (SRT) have been shown to improve efficiency by more than 50%.

Phase III - Module Eight - Precision Development Training: This P.A.U.S.E. Coaching module is the final phase and evergreen element in the achievement of health, countermeasure and postural efficiency excellence. P.A.U.S.E. is a coaching, communication and trust building coaching experience. Chosen staff members receive a Phase II Train-the-Trainer course in behavior-modification and posture change techniques, as well as how to manage the process of continuous improvement, data tracking and sharing. Accurate Ergonomics Specialists and/or Internal Personnel observe employees and provide positive feedback and coaching while normal work and tasks are performed. Observations and coaching are based upon individual needs and efficiency baselines established during Module Seven, if the observation and score card process was implemented at that time. The goal of PAUSE Coaching or Personalized Ergonomics, is to improve Skills and Postural Efficiency Metrics to a level of 90%-100% efficient for each at-desk employee and 85% efficient or higher for a workgroup or an entire office workforce.

Module Nine - *SAFE Task Engagement and Behavioral-Based Prevention*: This module introduces nine new prevention-based behaviors. Each behavior is designed to increase awareness and engagement in the performance of tasks, and encourage safe, injury-free outcomes for every employee, at work and home. Module Nine empowers every person to apply specific skills and techniques while performing tasks. These behaviors are integrated into Module Eight coaching materials and reinforced during P.A.U.S.E. Coaching, pre-work stretch times and safety stand-ups.

Module Ten: This Module is for active job descriptions as well as employees who work at a desk. Module Ten is an individual process, which utilizes Accurate Ergonomics Wearable Technology to achieve a very high level of positive, sustainable behavioral and postural change. Individuals are able to identify their own at-risk postures, behaviors, and engage in a body consciousness and self-improvement process. Employee awareness significantly increases and risk is minimized around tasks, tools and equipment use, as employees apply effective ergonomic and prevention-based principles and solutions, based on the lessons and skills learned in both PAUSE & POWER Training (Active & At-Desk).

Accurate Ergonomics - Courses, Training System, Modules and Training Offerings

Module Eleven - *Cumulative Stress Mitigation*: This module teaches Leaders and employees how to recognize, assess and reduce MSD Risk Factors (Human Factors) and Mitigate Cumulative Stressors. Content includes: tools for identifying and prioritizing risk around tasks, tools, equipment and postures; a method and workbook by which to gather data and perceptions around each employee's tasks; the ability to communicate improvement strategies, suggestions and recommendations for risk abatement through engineering, administrative and process controls. Individuals and/or teams are given an opportunity and the tools necessary to identify and evaluate challenging or high-risk tasks, tools and equipment for themselves, then apply effective ergonomic and prevention-based principles and solutions, based on the lessons and skills learned in previous training courses and modules.

Leadership and Supervisor Development (Train-the-Trainer): Internal Leaders, Supervisors, Injury Prevention Champions and P.A.U.S.E. Coaches receive a complete overview of the P.A.U.S.E. Program. Internal Leaders are provided additional critical information, skills and receive specialized workbooks, designed to achieve sustainable success in workforce and workplace health, ergonomics, injury prevention and safety. This comprehensive course, titled "A System for Sustainable Success™," enables Internal Leaders to fully engage in prevention at every level. Training includes a blueprint and easy to follow instructions, which ensure sustainable success and internal program ownership when followed as prescribed. A process designed to build a Culture of Prevention, which maintains and supports prevention in all areas, every day. Also available as online courses. This process includes two online Train-the-Trainer courses (Phase I & Phase II & III combined), and two Implementation & Instructor Guides.

New Hire Training: It is critical that all new employees receive P.A.U.S.E. and/or P.O.W.E.R. training's valuable education and skills training, as soon as possible after joining an organization. Once trained, new hires are far better prepared to enjoy a productive career and significantly improve their long-term efficiency, health and safety outcomes. New hires may receive Modules 1-5 (POWER), 1-6 (PAUSE), or 1-7 (Remote Worker), via classroom training, led by Internal Leaders or Instructors, or online through the Accurate Ergonomics Health and Safety Academy (LMS). Call or email Team Accurate Ergonomics for complete details.

Injury Prevention Academy: This is a Certificate Program. A select group of individuals within your organization, receive extensive professional education and training in the entire P.O.W.E.R. and/or P.A.U.S.E. program, process and system. This group becomes a core element of internal Leadership. Graduates become Injury Prevention Champions (IPC's) and POWER or PAUSE Coaches who support company and program goals, and motivate successful outcomes at every level.

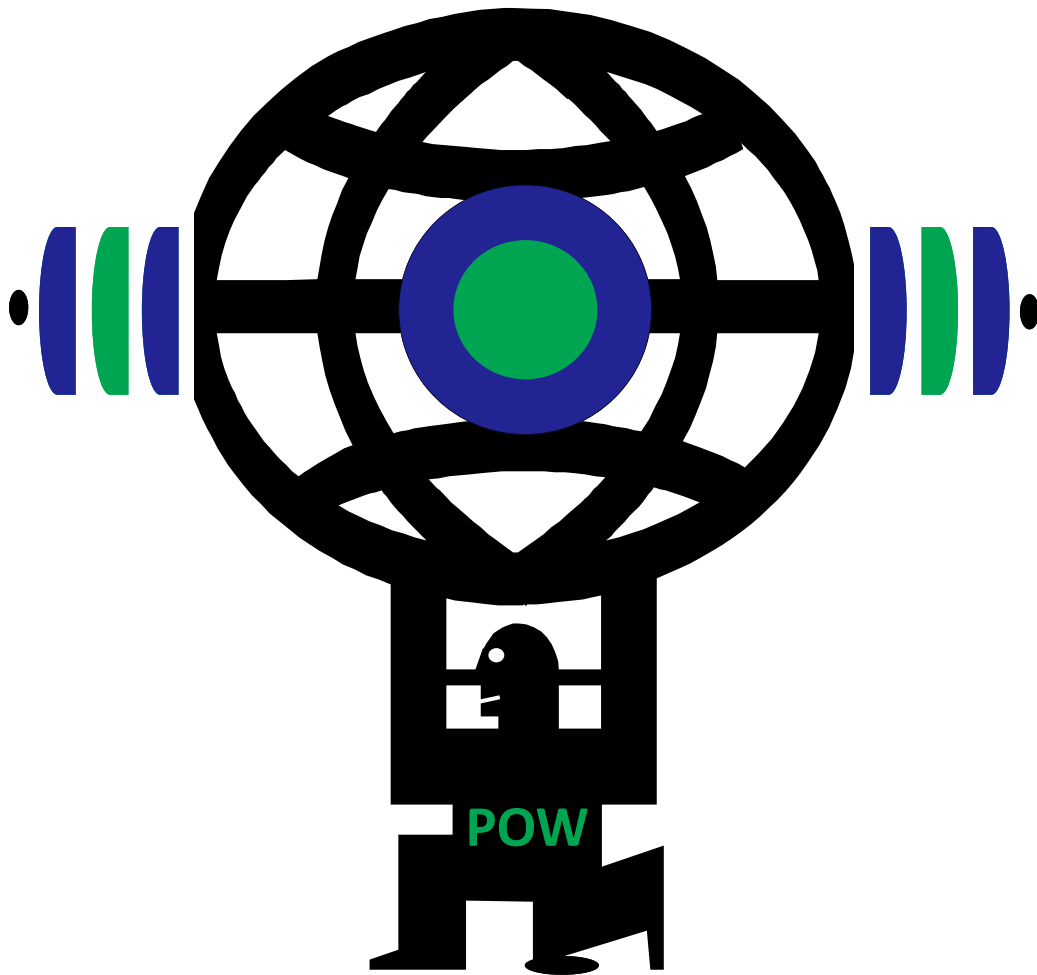
Site-Visits: This is a customized, continuous improvement process wherein Accurate Ergonomics Training and Coaching Specialists and Consultants routinely spend time at your workplace, coaching employees, auditing program elements and results, and ensuring long-term positive change occurs in workforce behaviors and culture. Specialists and POWER/PAUSE Coaches support the process of prevention and culture development to ensure that every program element remains effective, relevant and energized. Employees, Supervisors and other Leaders are routinely engaged and motivated to achieve sustainable success in many areas. Routine Site-Visits are an effective way to permanently change workforce behaviors and build a Culture of Health" and a Culture of Prevention." Site-Visits may be scheduled on a Weekly, Monthly, Quarterly, or Annual basis. Team Accurate can design a schedule just for your company.

Specialty Modules: These Modules are Industry or Topic specific. Examples: Advanced Flexibility, Core Strengthening and Fitness; Advanced Health and Wellness; Heat Illness Prevention (Heat Illness Prevention Program - HIPP); Chronic Pain Management; Hospitality; Housekeepers (Musculoskeletal Injury Prevention Program - MIPP); Construction; Remote Worker/Home-Office; Dental Professionals; Ground and Air Rescue; Manual Material Handling; Manufacturing and Production; Wine, Beer and Beverage Production; Municipalities; Hospitals and Safe Patient Handling; Police and Fire Agencies; Power Generation; Water and Sewer Treatment; Trucking; Forklifts; Warehouse; Distribution and more.

Call Accurate Ergonomics for a Complete List of Current Offerings.

Team Accurate is Available to Design a Custom Program

POWERFUL



Sustainable Success



“Health & Safety for Every Body”

To receive more information about our life-changing solutions and training programs, or to purchase companion POWER or PAUSE products, call 1-866-950-3746 or visit AccurateErgonomics.com

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